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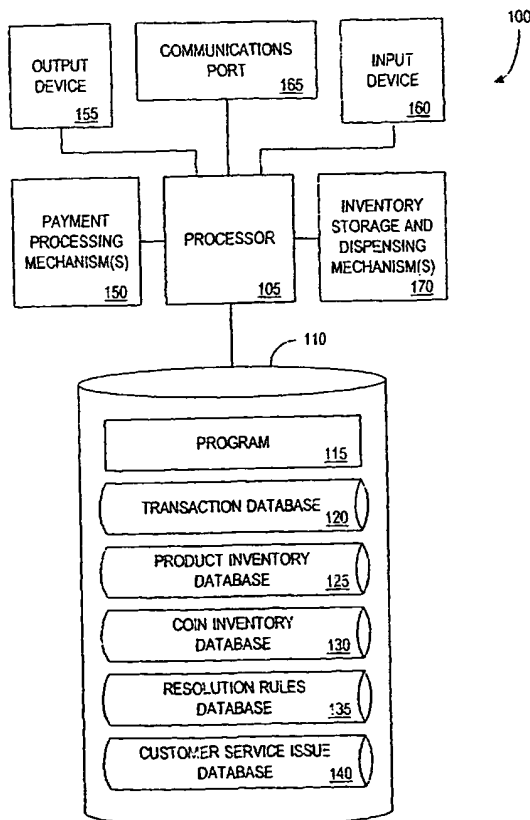
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(54) Title: PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE



(57) Abstract: According to an embodiment, a vending machine or other device receives, from a customer, a request for a product to be dispensed by a vending machine. It is determined that a customer service issue exists with the vending machine. It is also determined whether to provide a resolution to the customer service issue, and the resolution is provided to the vending machine customer.